

## North Myrtle Beach Aquatic & Fitness Center Membership Handbook

Welcome to the North Myrtle Beach Aquatic & Fitness Center. This facility is designed to attract and serve a variety of individuals and user groups. Membership at the Aquatic & Fitness Center is a smart investment in your health. Vitality, energy and a fresh sense of well-being are built into our programs as we help participants participate in the kind of exercise that is best suited for individual needs. Please consult your physician before beginning any exercise program. On behalf of the staff, we welcome your membership and hope you will consider making the Aquatic & Fitness Center a regular stop in your day.

All policies and procedures are designed with you, the member in mind. It is our desire to:

1. Provide a safe and enjoyable exercise environment for all members.
2. To keep this facility in a clean and well-maintained condition.
3. To maintain all the equipment in excellent working condition and looking like new.
4. To provide our members with extraordinary customer service in the most professional, efficient, courteous, and helpful manner, while responding in a timely fashion.
5. The Aquatic & Fitness Center reserves the right to amend or add to these policies, to change prices and fees, and to adopt new rules and conditions, as it may deem necessary.

### Important Phone Numbers

• General Information/Customer Service Desk	843-281-3737
• Membership Services	843-281-3737
• Racquetball Court Reservations	843-281-3737
• Inclement Weather Message/Information	843-282-3737
• Administrative Services	843-281-3747
• Birthday Parties	843-281-3744
• Facility Rentals	843-281-3738
• Fitness Department	843-281-3745
• Child Watch/Children's Activities	843-281-3744
• Programs/Camps/Afterschool	843-281-3744
• Aquatic Programs	843-281-3743

### General Information

All members are issued a membership card, with photo on record, that must be scanned at the turnstile to gain entry to the facility. Memberships are non-transferable. Protect your membership card! Any member allowing others to use their card is subject to member suspension or termination. The Aquatic & Fitness Center reserves the right to refuse service to anyone.

### Communication:

- Our web site is [www.afc.nmb.us](http://www.afc.nmb.us).
- Our information center located in the Aquatic & Fitness Center lobby area.
- “On A Roll”, a monthly newsletter located in all the restroom stalls.
- **Fun Zone** published three times each year by the Parks & Recreation Department.
- North Myrtle Beach Aquatic & Fitness Center Facebook & Twitter page

## **Facility Hours of Operation**

Monday – Thursday 5:30am-10:00pm  
Friday 5:30am-9:00pm  
Saturday 7:00am-6:00pm  
Sunday 12noon-5:00pm

*\*The swimming pools, whirlpool and sauna close 30 minutes prior to the building.*

## **Holiday Closures:**

New Year's Eve (close early)  
New Year's Day  
Independence Day  
Easter

Thanksgiving  
Christmas Eve (close early)  
Christmas Day

The Aquatic & Fitness Center reserves the right to close any or all of the facility for special programs and events. Additionally, the Center, or portions of the Center, may close for inclement weather, maintenance or repair as needed. The AFC website, Facebook page, bulletin boards and publications will announce, in advance, information about any closures and what area of the facility will be affected.

## **Membership Services**

- 90+ Classes per week
- Programs, Activities
- Personal Training
- Massage Therapy
- Child Watch
- Fitness Orientations
- Smoothie Bar
- Health, Wellness, Nutrition, Fitness Seminars
- Injury Screenings by McLeod Loris Seacoast
- Racquetball, Basketball Equipment Checkout

### **Facilities**

- Fitness Center
- 2 Basketball Courts
- 2 Racquetball Courts
- Lap Pool, Therapy Pool
- Dry Sauna, Whirlpool
- Aerobic Room
- Multi-Purpose Room
- Classroom
- Men, Women, Family Locker Rooms
- Indoor Track

## **Membership Information**

A non-refundable joining fee is required to begin an annual membership. If your membership remains active and in good standing this is a one-time fee and not charged to you again. If your membership has expired or been cancelled for over one year you are subject to pay this fee again to restart your membership.

## **Monthly Bank Draft**

Under this option, membership dues are drafted monthly, on either the 1<sup>st</sup> or the 15<sup>th</sup>, from a checking or savings account. A voided check or bank letter with account information is required to start the membership. The joining fee and first month's dues can be paid by cash, check, Visa or MasterCard. Bank draft is a continuous, perpetual membership plan. Membership does not expire until you give a 30-day notice of cancellation. Therefore, the bank draft stays in effect until you give a 30-day notice of cancellation.

## **Paid in Full**

Annual memberships are valid for one (1) year from the date of initiation. Annual memberships will automatically expire and must be renewed through the AFC with an annual payment or month-to-month draft. The annual payment may be paid by cash, check, Visa or MasterCard.

## **Monthly Memberships**

The Monthly Membership includes 30 days of Aquatic & Fitness Center access and is great for people looking for month-to-month flexibility.

## **Corporate Memberships**

Annual corporate memberships are available to businesses and/or corporations of 4 or more membership packages. A minimum of one person per package must be a current employee of the business. Corporate memberships are handled by the Administration.

## **Dishonored Check or Bank Draft**

If any check or monthly draft is declined or returned to the City of North Myrtle Beach for any reason, a \$20.00 service charge will be added to the amount for which the check was written or for the amount of the failed electronic transfer. Immediately, upon receiving notification of a dishonored check or bank draft, the membership or participation in the activity will be suspended until current and past due balances, including service fees, are collected.

## **Membership Adjustment Policy**

It is your responsibility to update the Aquatic & Fitness Center with changes to the following:

- Any request to cancel, change, or suspend your membership must be made, **in writing**, a minimum of five (5) business days before your next billing date.
- Personal contact information (including name, mailing address, etc.)
- Banking information for draft purposes (including account number or changes in bank name)
- Adding/removing a family member – this change must remain in effect for a minimum of 3 months

## **Membership Freeze Policy**

An annual membership may be frozen one time during your contractual membership year. The freeze can last a minimum of one (1) month up to a maximum of six (6) months and must be in consecutive one-month increments. All freeze requests must be in writing with a minimum five (5) business days advance notice.

- The entire membership package must be frozen. You cannot freeze one individual who is part of a couple or family package.
- A freeze request, medical or otherwise, **cannot be retroactive**.
- There is a \$10 per month freeze fee, which must be paid at the time of the freeze request.
- The freeze fee is waived for a medical freeze. You must provide a doctor's letter to request a medical freeze and a doctor's release to resume your fitness activities. If you are on a medical freeze you may not use your Guest Passes to work out at the Center.
- If you are on bank draft your monthly draft is suspended during the months of the freeze. Your automatic draft resumes at your regular membership rate after the freeze period.
- If you return from your freeze earlier than expected (as noted on your freeze request form), you must see the Administrative Assistant to reactivate your membership.
- Whether paid in full or bank draft, the time you freeze will be added and extend your expiration date.

## **Membership Resignation**

- A thirty (30) day written resignation notice is required to cancel your membership. Your resignation is not effective until a signed **Membership Resignation Request** has been received. Resignation forms may be submitted in person or by mail however, you, (the member), are responsible to ensure that your mailed form reaches our administration office. Phone in resignations are not accepted.
- If you cancel your membership within the first twelve 12 months, an additional cancellation fee, equal to one month of your membership fee, is assessed. This fee must be paid at the time of resignation.
- Non-use of the facility does not constitute a resignation. You are responsible for your own attendance and to cancel the membership if you do not wish to remain a member. The 30-day notice is not retroactive and starts as soon as we receive the resignation form.
- All outstanding payments and charges must be paid for the account to be closed.

## **Guests/Visitors**

### **All guests and visitors must present a valid photo ID.**

Each current **annual membership package** is granted five (5) complimentary Guest Passes, per membership year. Request passes in writing at least one business day in advance. After one year of membership, the annual member is eligible to purchase up to 10 additional Guest Passes, at a reduced rate. It is not necessary for the member to be present when a guest uses one of their passes, however; the member must be present to request or purchase the pass. The Guest Pass must be presented when entering the AFC. Guest passes are not replaceable if lost. Guest passes (past and current) are forfeited and no longer valid when a membership is terminated, expired, or suspended for a dishonored bank draft.

Visitors may purchase a Daily Visitor Pass for \$15.00 per person. Children 4 and under pay \$5.00. Active military with identification can purchase a Daily Visitor Pass for \$10.00. A weekly pass is available for \$55 per person. The daily or weekly Visitor Pass includes access to all areas of the facility and admission to daily classes. If you buy a day pass and decide to join the Aquatic & Fitness Center within 24 hours of your first visit, the one-time day pass fee of \$15 will be deducted from your payment when joining.

Daily Visitors and Guests are subject to the same facility guidelines and policies as a member.  
\*Non-member children going to Child Watch will have additional Child Watch Fees.

## **Child Watch:**

The Child Watch area provides a limited duration sitting service for members while they are using the Aquatic & Fitness Center. Below is a brief overview of the Child Watch policies and procedures. A more in-depth explanation is provided in the ***Aquatic & Fitness Center Child Watch Brochure*** including fees and hours of operation.

- The Child Watch area is available for children age 6 months -10 years
- Maximum stay is 2 consecutive hours per visit per child
- A parent or guardian must remain in the AFC while the child is in Child Watch
- Each child must have current immunizations. We must be given a copy of the immunization record to keep on file the first time the child is checked into Child Watch.
- Aquatic & Fitness Center staff will not administer any medications.
- Regardless of age, every child must be checked in and out of Child Watch.
- Shoes are required in Child Watch.
- Food is not allowed in the Child Watch Area. Drinks are permitted in spill-proof containers. Label your child's drink cup.
- We will come find parents if any child remains upset for more than 15-20 continuous minutes.
- If bringing personal necessities from home, label these items with your child's first and last name.

## Dress

Appropriate attire is required to participate in all programs and activities at the AFC. Clothing with offensive slogans, sayings or pictures are not allowed. Only clean, closed-top athletic shoes with **non-marking** soles are permitted in all activity areas including the fitness room, aerobic room, racquetball courts, gymnasium, aquatic areas and track. Sandals, Crocs, boots, and dress shoes are not allowed. AFC staff reserves the right to determine acceptable attire.

## Cell Phone Policy

We ask that cell phone users be respectful of other members. Cell phones should only be used in all AFC common areas (lobby etc.)

## Lost And Found

The Aquatic & Fitness Center will not be responsible for items lost, stolen or damaged in the facility. All lost & found items are kept at the Customer Service Desk for 30 days then donated to a local charity or thrown away.

## Tobacco Products

The AFC is a smoke free facility– the use of any tobacco product (including e-cigarettes) is not permitted in the AFC or on AFC property.

## Photography/Solicitation/Distribution

Photography or video of any kind is not permitted on these premises without the expressed permission of Aquatic & Fitness Center management. Literature may not be posted or distributed nor any solicitation made, on the premises without express written consent of the North Myrtle Beach Aquatic & Fitness Center and the City of North Myrtle Beach.

## Personal Equipment

Bicycles, skateboards, roller blades, hee-lies, scooters, and pets (except seeing eye or helping aide dogs) are not permitted in the facility. Bicycles must be parked in the bike rack located in the front of the Center.

## Weapons

Carrying or concealing any type of weapon is prohibited as per **S.C. Code 23-31-235**

## Children & Young Adult Policies

Parents or guardians are responsible for their child's actions and behavior and are expected to be in a position to provide adequate supervision at all times. Unsafe or inappropriate behavior may result in the child being asked to leave the activity area. In order for members of all ages to enjoy their experience at the Aquatic & Fitness Center, we enforce the following guidelines:

Unless registered in an organized activity or program, directly supervised by an Aquatic & Fitness Center staff member, (Swim Team, Fun Fit Club, Swim Lessons, After School, Camps etc.) the following age requirements are strictly enforced:

- No child **under the age of 15** may be "dropped off" at the Aquatic & Fitness Center. A responsible adult, **age 18 or older**, must accompany the child and remain in the facility with them. If a child is not coming to the Center with their parent or legal guardian, another member of the facility, who is over the age of 18, must accompany him/her. The same standard of parental supervision will be expected of the sponsoring member.
- A parent or guardian must indirectly supervise children age 8-14 years of age. If your child falls into this age group, they may use the pool or gym (track excluded) while you work out in the fitness area or take a class, but we ask that you check on them periodically.
- Children age 7 and under must be within arm's length of their parent or guardian in the same activity area (pool, gym, racquetball courts etc.) of the facility. Please do not leave your 6 year old alone in the gym or pool (or in the care of your 10 year old), while you work out in the fitness room.

Each activity area (pool, sauna, whirlpool, gymnasium, aerobic rooms, fitness room, and racquetball courts) of the Aquatic & Fitness Center has rules and policies that are tailored to that area with specific safety goals in mind. Please review those policies in each area of the facility. The policies of a specific area of the facility override the building rules where applicable.

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## Facility Policies & Guidelines

- Profanity, vulgar or inappropriate language, abusive or threatening behavior, disrespectful conduct and/or other actions that negatively impact our members, guests or staff will not be tolerated and may result in ejection from the facility and revocation of your membership. AFC staff reserves the right to resolve all conflicts that occur within the facility.
- Any sexual activity or displays of affection that are not appropriate in a public setting or family environment are not permitted. Sexual harassment or abuse in any form will not be tolerated.
- Alcohol or drugs are not permitted anywhere on Aquatic & Fitness Center property.
- Photographing or videoing members, guests, classes, programs or facilities is prohibited without expressed consent of the member and Aquatic & Fitness Center staff.
- The AFC reserves the right to use and display any photographs taken, which may be forwarded to newspapers and other publications, in which the photograph would be associated with the North Myrtle Beach Aquatic & Fitness Center.
- **Theft Happens!** You are advised to leave your valuables at home or locked in your car. Do not leave them unsecured within the facility. The Aquatic & Fitness Center is not responsible for lost, stolen or damaged items in the facility or on Aquatic & Fitness Center grounds.

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### Running/Walking Track

- A parent or guardian must accompany anyone under age 15 at all times.
- Observe posted directional signs.
- Climbing, sitting or standing on track railing is prohibited.
- Throwing objects from the track is prohibited.
- Walk in a forward direction only, with no more than 2 individuals side by side. Move to single file on the inside of the track so joggers & faster walkers can pass on the outside.
- Use the corners of the track for resting or stretching. Do not stand on the track.
- Flip flops or any shoes that might mark or damage the track are prohibited.

### Aerobic/Multi-Purpose Rooms

- When not in use for scheduled classes or programs, the multi-purpose and aerobic room are available for personal exercise. Children age 14 and under must be accompanied by an adult at all times.
- **Group Fitness Class Etiquette:** Respect the instructor and fellow class participants. Do not enter a class if it is more than 10 minutes in progress. Do not talk excessively during class.
- Children age 11-14 may attend group classes with a parent AND at the discretion of the instructor.

### Racquetball Courts

- Court reservations can be made up to 24 hours in advance. There is a one-hour maximum reservation per member per day.
- AFC non-members cannot reserve courts in advance.
- Unreserved courts may be used on a first-come, first-served basis.
- Racquetball racquets and balls are available at the Customer Service Desk.
- Protective eyewear is mandatory.
- Non-marking court footwear is mandatory. Staff may ask you to leave, at any time, if damage is being done to court walls or floor.
- Racquets must have a head guard
- The wrist lanyard must be around the wrist while playing.

### Gymnasium

- Absolutely NO dunking or hanging on the rim.
- Adult play cannot take place on goals set at youth height.
- Playing full court basketball may be restricted to times when the gym is slow and courts are empty.
- Do not kick or throw balls at walls, ceiling, track or divider screen.
- All equipment must be used properly. Non-traditional gymnasium equipment must be approved by the AFC staff.

## Fitness Center

- The fitness room is available to age 15 and older. Age 11-14 must have direct parental supervision and complete the Parent/Child Orientation. Schedule your appointment at the Fitness Desk.
- Age 10 and under are allowed in the fitness room when taking part in the ***Kid's Fitness Program***. This is a free program available to AFC members age 8-12 years. Parents must sign the child in and out at the Fitness Desk.
- Sealed water bottles and drink containers are required. There is a designated area for smoothies and protein bars sold in the fitness room.
- Do not use any equipment without prior knowledge. Ask a Fitness Specialist for assistance on how to use equipment.
- AFC staff cleans weight and cardio equipment daily. Disinfectant spray and towel dispensers are located throughout the fitness room. Members are expected to wipe equipment down **before** and **after** using it. Do not use personal towels to wipe down equipment.
- Handle dumbbells, weight plates, benches, stability balls in an appropriate manner. Return all equipment to the proper rack. Do not drop equipment.
- Collars are required for free weights.
- Fitness Etiquette dictates that "working in" – allowing alternating strength-training sets with other person(s) – is perfectly acceptable. Allow others to use equipment between sets.
- Do not monopolize a bench or piece of workout equipment by sitting on it while you talk or text. Do not talk on your cell phone while on treadmills or other cardio equipment.
- The music playing over the PA system, the televisions and the ceiling fans are on pre-arranged stations and settings and will not be changed at a member's request. Bring your own personal listening devices and headphones to listen to your music choices.
- Only Personal Trainers (PT) on contract with the City of North Myrtle Beach are allowed to personal train in the facility. All PT clients must be members of the Aquatic & Fitness Center. Visit the AFC website or fitness room for a list of current personal trainers.

## Hot Tub

- Children must be 8 and older to use the hot tub. Children between the age of 8 and 13 must have direct adult supervision while in the hot tub.
- The hot tub is not recommended for pregnant women, those with respiratory problems, cardiac related conditions or high blood pressure. Consult your physician before using the hot tub if you have any of these conditions.
- Persons with open cuts or sores may not use the hot tub.
- Do not exercise in the hot tub.
- Shower before using the hot tub.
- The maximum temperature allowed by the S.C. Department of Health and Environmental Control for any whirlpool is 104 degrees.
- It is recommended that you spend no more than 15 minutes in the hot tub during one session.

## Sauna

- Children must be 8 and older to use the sauna. Children between the age of 8 and 13 may use the sauna with a parent or guardian.
- The sauna is not recommended for pregnant women, those with respiratory problems, cardiac related conditions or high blood pressure. Consult your physician before using the sauna, if you have any of these conditions.
- The maximum temperature recommended by the manufacturer is 160 degrees. Any attempt to forcibly raise the temperature will result in disciplinary action.
- Remove shoes before entering the sauna.
- Sit on a towel while in the sauna.
- Persons with open cuts or sores may not use the sauna.
- Do not exercise in the sauna. It is not a weight loss tool.
- Do not use any oils or special scents, such as eucalyptus, on the sauna rocks.
- It is recommended that you spend no more than 20 minutes in the sauna. Excessive exposure can be harmful to your health.
- Shower after using the sauna.

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## Locker Room Policies & Etiquette

- **Men's & Women's Adult** locker rooms are for our members and guests age 18 and older. Do not bring children of any age or gender into the adult locker rooms.
- **Boy's & Girl's Children's** locker rooms are for our members and guests age 17 and younger. If you are over age 18 do not use the children's locker rooms.
- **The Family/Special Needs** co-ed changing area accommodates (a) persons with disabilities; (b) a parent or caregiver accompanying a person of any age needing special assistance; (c) a parent or guardian with a child who cannot use the children's locker room by themselves; (d) members and guests who are uncomfortable in gender defined locker rooms or bathrooms.
- Inappropriate behavior, horseplay, destruction of property will result in locker room privileges being revoked.
- You must provide your own toiletries, towel and lock. Lockers are for day use only. Remove your lock and personal property when you leave the facility. Locks may be cut off if left on overnight.
- Respect the respiratory sensitivities of others by not wearing or spraying perfumes, colognes, hairspray or other aerosols.
- Photography of any kind is prohibited, in the locker rooms.

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## Swimming Pools

- Shower before entering the pool, sauna, or whirlpool.
- Enter and exit the pool area through the locker rooms.
- Persons with open cuts, sores, rashes, or infectious diseases are not permitted in the pool area
- Candy, gum, food is not permitted in the pool area. Water or sports drinks must be in a plastic, sealed container.
- Do not engage the lifeguard in unnecessary conversation.
- Starting platforms are limited to use by swimmers under direct supervision of an authorized swim team coach or aquatic staff member.
- In the event of bad weather or lightening the pool area may be closed for a period of time as determined by AFC staff.
- Diving in water less than 9 feet deep, back dives or flips from the side of the pool are prohibited.
- Dangerous practices are not permitted. These include but are not limited to:
  - ▶ Sitting or standing on shoulders, "chicken fights"
  - ▶ Pushing, pulling, dunking, horseplay, or unwanted splashing
  - ▶ Hanging, pulling, or sitting on lane lines
  - ▶ Spitting or nose-blowing in the water
  - ▶ Climbing on or swimming under or through the railings on the ramp

## Children's Pool Policies:

- Children age eight (8) and under must be accompanied by a responsible adult, in a swimsuit.
- Non-swimming children age 10 and older can use the pool without a parent's direct supervision, however; parents should give careful consideration to their child's swimming skills before allowing them to swim without supervision.
- Aquatic Staff may remove a child from the pool if they feel their lack of swimming ability presents an unsafe situation.
- Children who are not potty- trained must wear a swim diaper. Do not change or remove diapers on the pool deck.
- Any floatation or lifesaving device must carry the United States Coast Guard (USCG) or the Underwriters Laboratories (UL) seal of approval to be used as the sole supportive piece of equipment for non-swimmers. Water wings or arm floats not carrying one of these stamps must be used in conjunction with a properly fitted, approved life jacket.
- The ramp leading into the teaching/therapy pool is a means of entrance and exit to the pool. It is not an area for playing, running or sliding.
- WALK ...do not RUN!



### The Dizzy Dolphin Waterslide:

- Riders must be 48” tall or able to swim one pool length unassisted. The water depth in the splash down area is 42 inches.
- Maximum operational load is 300 pounds.
- Only one rider on the waterslide at a time. (No exceptions)
- Riders enter the waterslide in a seated position and ride feet first on their back. Do not sit up, stand, kneel, rotate or stop on the slide. Keep arms and legs inside the waterslide at all times.
- Tubes, mats, lifejackets, swim goggles, are not permitted on the waterslide.
- Swimwear with exposed zippers, rivets, metal ornamentation or buckles is not permitted. Jewelry must be removed.
- Riders must be in good health. Pregnant women and persons with heart conditions or back trouble should not ride the waterslide.
- Keep arms and feet inside the water slide at all times.
- Leave the splashdown pool area promptly after entering.

### Lap Swimming Etiquette:

- Do not wait for an empty lane – it may never come. You may end up blowing your precious workout time watching other swimmers get in and share lanes.
- Expect to share a lane.
- Try to find a lane with a swim pace closest to your speed. Ask the lifeguard if you need assistance.
- Place your swim gear within reach at the end of the lane so you can access it without leaving the pool.
- Be patient when entering the lane....
  - ▶ DO NOT Jump or Dive in.
  - ▶ Wave a kickboard or drop a leg in to make your presence known before getting in.
  - ▶ Slide in from the side, feet first, and stand in the corner until the swimmer(s) knows you are there.
- When joining with a single swimmer, discuss and choose a Circle Swim or Split swim pattern.
  - ▶ *Split Swimming*: Each swimmer swims on a single side of the lane.
  - ▶ *Circle Swimming*: one or more swimmers swim in a counterclockwise circle around the lane lines on the pool bottom. (Just like on the road, stay to the right)
- **Passing**: If a swimmer knows you are behind them and that you want to pass, the best place to pass is at the wall. A light touch on the foot can also signify this. If you pass in the middle of the lane, it should be between the backstroke flags, and you should pass on the inside or middle of the lane. Make sure the way is clear; you can lightly touch the foot of the swimmer in front of you to let them know that you are passing. This will signal the swimmer that you are passing to slow down a little and “hug the lane.”

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As a member of the AFC, we ask if you see something, say something.  
We are all responsible for our Aquatic & Fitness Center.

North Myrtle Beach Aquatic & Fitness Center • 1100 2<sup>nd</sup> Avenue South • North Myrtle Beach • SC 29582

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